

POSITION DESCRIPTION**NR-4****Town of Needham****Reference Supervisor****3/98**

Under the direction of the Library Director, plan, direct, and evaluate the library reference/information services.

Duties:

Direct activities of the library's reference/information services. Advise and assist patrons in selecting, locating, and utilizing library resource materials through knowledge of print materials, the computerized catalog, electronic databases, the Internet, and CD-ROM products. Provide answers to patrons' questions, both ready reference or in greater bibliographic depth. Perform on-line regional, statewide, and national database searches for patrons requesting specialized books, periodicals, and information. Establish and implement operating procedures for reference services. Plan, create, and maintain related indexes. Troubleshoot computer terminals and other equipment when necessary. Provide information to patrons on library policies, activities, facilities, rules, and services.

Instruct the public in the use of reference resources through individual instruction and scheduled classes. Organize, schedule, and teach weekly workshops to small groups in the use of the on-line catalog and specific on-line databases. Conduct workshops with small groups on how to search and use the Internet, including use of browsers. Plan and conduct tours and orientation programs, for both adults and students, relating to the effective utilization of the library. Design and create informational brochures for the public about the use of library databases. Instruct patrons in the use of the microfilm/fiche reader/printers.

Within the confines of established budgets, review, evaluate, and select all materials (print, software, and non-print) for the library's reference collection; approve all reference purchases for the Young-Adult Department and Adult Department; evaluate reference collection continuously for currency and accuracy of information.

Evaluate, review, and select books for assigned areas of the library's adult non-fiction collection. Periodically evaluate collection for purposes of currency and accuracy of information.

Evaluate and recommend purchase of equipment and specialized furniture for the Reference Department.

Provide input to the Director on library plans, services, budgets, utilization of personnel, etc. Assist in developing and implementing policies and rules. Participate with the Director in the evaluation and selection of professional reference staff. Keep staff current with regional and local informational changes. Schedule reference staff. Plan and assign special projects to part-time reference staff. Direct clerical staff in network transfer and inter-library loan procedures.

Attend professional meetings, seminars, and continuing educational opportunities to keep current on library and reference developments. Represent the library on the Minuteman Library Network's Reference Committee and other appropriate Minuteman committees.

Write publicity and meet with local media to promote the services of the Reference Department.

Perform other duties as required.

Basic Knowledge:

Position requires a Masters degree in Library Science.

Experience:

Three to five years of professional library experience, with a focus on reference duties and increasing supervisory responsibilities.

Independent Action:

Under general supervision, function independently in daily reference activities, referring to the Director proposed major changes in services or procedures and on significant personnel problems.

Supervisory Responsibility:

Supervise professional and clerical staff equivalent to 3 FTEs (eight individuals). Responsible for the general operation of the library on scheduled evenings and Saturdays and in the absence of the Director and Assistant Director.

Physical and Environmental Standards:

- Environment subject to constant high public traffic volume, extremes in temperature, noise, odors, etc.
- Constant interruptions to assist citizens.
- Extended periods at terminal, on telephone, operating with public at several types of workstations (PAC terminals, CD-ROM workstations, Internet terminals), operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting of books and indexes. Regular lifting of files, documents, records, etc. Frequent moving of book carts around the department.
- Some travel by personal automobile to neighboring towns.
- Evening and weekend work required.
- Frequent standing, walking, bending, reaching, climbing stairs.